

REQUEST FOR EXPRESSION OF INTEREST

Consultancy

Customer relationship system management

The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism
(The Code)

ONE YEAR (part-time; 25% on average)

Organisational Context

ECPAT International (ECPAT) is a global network of civil society organisations working collectively for the elimination of all forms of child sexual exploitation. It seeks to encourage the world community to ensure that children everywhere enjoy their fundamental rights free and secure from all forms of sexual exploitation. The ECPAT network currently consists of 122 member organisations in 104 countries. The ECPAT Secretariat coordinates the global work of ECPAT and is based in Bangkok, Thailand.

Consultancy Details

ECPAT has been leading the global initiative to provide awareness, tools and support to the travel and tourism industry to keep children safe. The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (The Code) has currently over 400 member companies and is hosted by ECPAT International in its secretariat in Bangkok. The initiative is part of a broader ECPAT programme on child protection in travel and tourism. ECPAT has been cooperating also with other industries to end online child sexual exploitation and abuse.

ECPAT is seeking a consultant to support The Code in administering and maintaining the customer relationship management system of The Code membership.

Key tasks

- Overseeing customer relationships management (CRM) system “Salesforce” for The Code including membership services and business relationship management for almost 400 companies, including liaising with technical experts in problem solving, updating, etc.
- Management of The Code membership fees (invoices, emails, payments).
- Management of The Code website and related communication.

Consultant Profile

- Experience with Salesforce CRM, WordPress website and database management.
- Strong administrative and organisational skills and ability to manage time and meet deadlines.
- English language skills (written and verbal), knowledge of Spanish and other network languages is a plus.

TIMEFRAME

It is expected that this consultancy will start in March 2023. The consultancy envisages up to 40 hours engagement per month, with varied intensity over the yearly cycle of private sector relations management throughout the year.

Management and Reporting Arrangements

The Consultant will report to the Private sector engagement Programme Manager, who works in close coordination with the Head of Programme on Child Protection in Travel and Tourism.

Additional Information

- This is a home-based position; the consultant will work from home, using own equipment and communication connections.
- The consultancy requires a certain level of flexibility related to the yearly cycle of management of The Code and private sector relations.
- The Consultant is expected to act at all times in a manner consistent with the values of ECPAT International and in compliance with the organisation's policies and procedures including Child Safeguarding Policy and the Staff Code of Conduct.

Expression of interest: please send to vacancy@ecpat.org

- CV
- cover email
- Requested daily rate in USD

Mention in the subject header: your name and "The Code CRM"

Deadline: 22 February 2023